

# IT Professional Technical Services

## SITE Program

T#:14ATM

**Request for Offers (RFO)**

**For Technology Services**

**Issued By**

**Ramsey County Information Services**

**Project Title: Change Management Lead for Enterprise Resource Planning and Learning Management System**

**Categories: Program/Project Management**

### **Business Need:**

Ramsey County, through the Information Services Department (the "County"), is sponsoring the above referenced Change Management Lead role on two (2) projects: 1) Enterprise Resource Planning upgrade (PeopleSoft Human Capital Management); and 2) Learning Management System deployment (the "Projects"). The County needs assistance of a qualified vendor with organizational change management experience for the Projects. Change management has the following meaning to the County: The process, tools and techniques to manage the people-side of change processes, to achieve the required outcomes, and to realize the change effectively within individuals, teams, and the wider systems. Transitioning individuals, teams, and organizations from a current state to a desired future state.

The Change Management Lead (the "Lead") will play a key role in ensuring the Projects (change initiatives) meet objectives on time, on budget and see an increase in employee adoption and usage. The Lead will focus on the people side of change – including changes to business processes, systems and technology, job roles and organization structures. The Lead's primary responsibility will be creating and implementing change management strategies and plans that maximize employee adoption, usage and minimize resistance. The Lead will work to drive faster adoption, higher ultimate utilization and greater proficiency of the changes that impact employees in the organization to increase benefit realization, value creation, ROI and the achievement of results and outcomes.

Through this engagement, the County's IS Project Management Office expects to acquire and adopt a simple change management approach and methodology, including a set of standard artifacts and deliverables, that can be applied on future technology projects in a sustainable and repeatable manner.

NOTE: This role is \*NOT\* calling for an ITSM/ITIL Change Manager who approves system changes to production environments, nor a Lean Six Sigma Process Improvement consultant, nor a Program/Project manager who has done a little bit of Organizational Change Management while working in the primary role of program/project management. We are looking specifically for candidates who understand the human change curve and the people side of technology and business process changes, and who can apply it at a hands-on practitioner level to our large-scale technology deployment projects using a formal organizational change management methodology (Prosci, Kubler-Ross, or similar) as an approach to transitioning individuals, teams, and organizations to a desired future state.

## **Project Deliverables**

The Lead will be responsible for developing a strategy based on situational awareness of the Projects' details and the groups being impacted, including identifying risks and anticipated points of resistance, and developing specific plans to mitigate or address concerns. The Lead will also assist in developing essential change management capabilities within the County and shall provide the following services and Deliverables:

- Provide a structured methodology and lead change management activities
- Conduct stakeholder analysis, readiness assessments, evaluate results, and present findings in a logical and easy-to-understand manner
- Develop a set of actionable and targeted change management plans – including communication plans, sponsor roadmap, coaching plan, training plan, and resistance management plan
- Execute the change management plans and/or support the project teams in the execution of change management plans
- Be an active and visible coach and mentor to project leadership, department managers, and change sponsors
- Create and manage measurement systems to track adoption, utilization, and proficiency of individual changes
- Identify resistance and performance gaps and work to develop and implement corrective actions
- Create and enable reinforcement mechanisms and celebrations of success
- Work with project teams to integrate change management activities into the overall project plan
- Work with project teams in the formulation of particular plans and activities to support project implementation
- Define and measure success

## **Project Schedule**

- Project Start Date: ASAP
- Projected End Date: December 31, 2015

## **Project Environment**

Both Projects are sponsored by the County's Human Resources department and facilitated by the County's IS Project Management Office. The Projects are enterprise-wide, impacting approximately 4,000 employees in 20 departments, located throughout the County including downtown St. Paul and surrounding suburbs. The Lead will be expected to work with and engage the third party vendors who are providing the software and implementation services. The Project teams are comprised of dedicated core team members including Sponsors, Project Managers, Functional Leads, technical resources and department subject matter experts and designated Change Agents. Project Teams are centrally located in a project room in the County Metro Square building, St. Paul MN, where the County will provide the vendor's consultant an appropriate workspace.

## **Project Requirements**

- Work will be primarily conducted on-site at the Metro Square facility in downtown St. Paul.
- Work will be primarily conducted during standard business hours.

## **Responsibilities Expected of the Selected Vendor**

- Vendor is to dedicate at least one (1) consultant to perform the work.
- The work is to be performed consecutively until project completion. There will be no break in services other than weekends or recognized County holidays.

- All County information and documentation is to be considered sensitive and confidential and vendor will treat with the same degree of care which with it treats its own sensitive and confidential information and documentation.
- Vendor shall encourage and facilitate knowledge transfer with the County.
- Vendor warrants that all services will be performed with the highest standard of professional service, be free from defects and conform with the requirements of this RFO. Any services corrected or re-performed will be covered by this warranty. Non-conforming services will be replaced, corrected or re-performed at Vendor's expense.
- All Deliverables become the property of the County.

## Required Skills

Required minimum qualifications (scored as pass/fail):

SITE category or categories the vendor needs to be approved in: Program/Project Management

- Either a B.S or B.A degree (4 year)
- 3 years minimum experience in Organizational Change Management that includes at least 3 of the following activities :
  - Providing a structured OCM methodology and leading change management activities
  - Conducting stakeholder analysis, readiness assessments, evaluating results, and presenting findings
  - Developing change management plans – including communication plans, sponsor roadmap, coaching plan, training plan, and resistance management plan
  - Executing the change management plans and/or supporting the project teams in the execution of change management plans
  - Creating and managing measurement systems to track adoption, utilization, and proficiency of individual changes
  - Identifying resistance and performance gaps and working to develop and implement corrective actions
  - Working with project teams to integrate change management activities into the overall project plan
- At least 2 previous engagements on large-scale technology deployments

## Desired Skills

- 3 years minimum experience in Organizational Change Management that includes all of the activities listed in the Required Skills (experience beyond the minimums)
- Proven experience with all aspects of the Software Development Life Cycle (SDLC)

## Process Schedule

Deadline for Questions	06/09/2015, 10AM
Anticipated Posted Response to Questions	06/10/2015, 3PM
Proposals due	06/15/2015, 5PM
Anticipated proposal evaluation begins	06/16/2015, 8AM
Anticipated proposal evaluation & decision	06/26/2015, 5PM

## Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Becky Kwapick, Contract Manager  
Organization: Ramsey County Information Services

Email Address: becky.kwapick@co.ramsey.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other County staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE and County reserve the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

## RFO Evaluation Process

- Experience (70%)
- Cost (30%)

**This Request for Offers does not obligate the County to award a work order or complete the assignment, and the County reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.**

## Submission Format

The proposal should be assembled as follows:

### 1. Cover Page (including cost proposal)

- Vendor Name
- Vendor Address
- Vendor City, State, Zip
- Contact Name for Vendor
- Contact's direct phone/cell phone (if applicable)
- Contact's email
- Resource Name being submitted
  - a. Include hourly rate for consultant(s).
  - b. If more than one consultant is proposed, include a breakdown of work/role between consultants and estimate number of hours for each consultant.

### 2. Overall Experience:

1. Provide narrative, including companies and contacts where your resource has demonstrated the required skills as previously noted. If pass/fail requirements are not met, the County reserves the right to discontinue further scoring of the proposal.
2. Points will also be awarded based on the desired skills noted above. Provide one paragraph which highlights the resource's desired skills noted above.
3. Attach a resume(s) for proposed resource(s) in addition to the narrative description. Be certain the resume has dates of work and notes whether the resource was an employee or consultant.
4. Also include the name of two (2) references who can speak to the resources work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed.

### 3. Conflict of interest statement as it relates to this project.

### 4. Additional Statement and forms:

**required forms to be returned or additional provisions that must be included in proposal**

1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>

2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options)  
<http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
3. Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
4. Certification Regarding Lobbying (if over \$100,000, including extension options)  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
5. Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable)  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
6. Resident Vendor Form (if applicable)  
<http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

## Proposal Submission Instructions

- Response Information:
  - Submit responses via email to BOTH: [Heidi.evanson@co.ramsey.mn.us](mailto:Heidi.evanson@co.ramsey.mn.us) and [Cheryl.Hernandez@co.ramsey.mn.us](mailto:Cheryl.Hernandez@co.ramsey.mn.us)
  - Subject line in email address shall state: Attn: Organizational Change Lead Selection Committee
- Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to [MNIT.SITE@state.mn.us](mailto:MNIT.SITE@state.mn.us) for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to [MNIT.SITE@state.mn.us](mailto:MNIT.SITE@state.mn.us). Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

# General Requirements

## Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

## Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

## Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in

response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

### **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

### **IT Accessibility Standards**

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at:

<http://mn.gov/mnit/programs/policies/accessibility/>

### **Nonvisual Access Standards**

Nonvisual access standards require:

1. The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
2. That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
3. That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
4. That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

## Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

## Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by veterans**.

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

## Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

## Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

## Equal Pay Certification

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at [compliance.MDHR@state.mn.us](mailto:compliance.MDHR@state.mn.us).